GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:2193
ANSWERED ON:30.11.2007
INTENSION OF BANKING HOURS IN URBAN AREAS
Gaikwad Shri Eknath Mahadeo;Mane Smt. Nivedita

Will the Minister of FINANCE be pleased to state:

(a) whether tha Government proposes to start twelve hours banking services in the Public Sector Banks h urban areas in order to compete with the private and foreign banks;

(b) if so, the details thereof;

(c) the time by which new system is likely to be started; and

(d) the steps ta`cen by the Government to provide better services to customers?

Answer

THE MINISTER OF .STATE IN THE MINISTRY OF FINANCE (SHRI PAWA1V KUMAR BANSAI)

(a)to(c): Reserve Bank of India (RBI) has reported that a majority of Public Sector Banks have already introduced 8 am. to 8 p.m. banking services in select branches.

(d): Steps takei by Government to piovide better services to bank customers, inter-alia, include:-

(i) In terms of RBI Circular dated April 10, 2004, banks were required to ensure that both the drop box facility and the facility for acknowledgement of the cheques at the regular collection counters are made available to customers.

(ii) All the Public Sector/Private Sector Banks and select Foreign Batiks have been advised by RBV to constitute a Customer Service Committee of the Board with a view to strengthening the corporate governance structure in the banking system arid also to bring about improvei-lents in the quality of customer service provided by the banks.

(iii) Based on -jie recommendations of the Committee on Procedures and Performance Audit of Public Services, RBI, vide their circular dated April 16ch, 2005, advised banks to convert existing Adhoc-Committees into a Standing Committee on Customer Service.

(iv) In order to encourage a formal channel of communication between the customers and the bank at the branch level, RBI vide their Circular dated September 3, 2007 has advised banks to take necessary steps for strengthening the branch level customer service committees witi greater involvement of customers.